

Evaluating Facilitated Meetings: Design Document

Facilitation services are provided for many meetings, ranging from small group meetings to large public convenings of several hundred attendees. The purpose of the facilitated meetings varies widely, depending on the attendees and their specific meeting objectives.

The U.S. Institute for Environmental Conflict Resolution has designed an evaluation system to (a) measure and report on the performance of facilitated meeting services and (b) to facilitate continual learning and improvement when evaluative information is gathered, analyzed, and shared with facilitators, program managers/administrators, and other appropriate audiences.

Design Elements and Data Collection

Participants at facilitated meetings run by agency staff or contractors will be asked to complete a voluntary questionnaire at the conclusion of the meeting. The questionnaire used in this case contains seven questions, requiring fill-in-the blank and open-ended responses (Appendix A).

Information from this questionnaire will help evaluate topics such as the effectiveness of meeting design, effectiveness of facilitator(s), and meeting accomplishments. Entities potentially affected by this action are individuals who participate in these meetings. It is estimated that the annual national public burden and associated costs will be approximately 351 hours and \$13,689, respectively. These values were calculated assuming that on average: a) meeting attendees require six minutes to complete the questionnaire, and b) there will be 3,510 participants evaluated each year. Cost burden estimates assume: a) there are no capital or start-up costs for

respondents, and b) respondents' time is valued at \$39/hr.

Data Use and Audiences

Information from the questionnaire will permit the (a) measurement and reporting of performance for specific facilitated meeting sessions, (b), program performance measurement and reporting when the data are aggregated across all evaluated facilitated meetings, and (c) learning and improvement when the feedback is used to design and execute future facilitated meetings. The evaluation audiences include the meeting facilitators, meeting conveners, project managers/administrators, meeting attendees, and the Office of Management and Budget.

For more information contact:

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